

# Workplace Alaska

## Class Specification Receptionist/Operations Clerk

**Created:**  
01/13/2005 by Pat Koslovich  
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**Class Title:** Receptionist/Operations Clerk  
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### Definition:

To provide information and directions to the general public, customers, and employees regarding individuals working for the ARRC and the departments within the ARRC, both in person and on the telephone and to provide administrative support to various departments and members with the Operations Division.

### Distinguishing Characteristics:

### Examples of Duties:

Greets visitors to the corporation and acts as main PBX Operator directing calls and visitors to proper individual and/or department; provides information to inquiries concerning the identification, location, and general responsibilities of employees and departments within ARRC; screens the general public, customers, and employees entering the building and issues visitor ID badges, maintains an electronic sign-in log; ensures all persons entering the building have valid badges, temporary or permanent; deals tactfully and courteously with customers when answering questions and providing directions; responds to questions or provides effective guidance to callers regarding passenger service related issues such as time schedules and pricing; facilitates identification, notification, and delivery of all incoming packages and materials to specified individuals; alerts the security staff of any threatening behavior or circumstances present in the lobby or on the grounds.

Performs a variety of administrative duties to include, but not limited to coordinating travel arrangements for management and staff within Operations Division, coordinates all aspects of travel including flights, ground transportation and lodging; handles requisitions and blanket purchase orders; prepares general correspondence; monitors use of, orders receive, and further distributes materials and supplies; receives, reviews and codes billing invoices; responsible for maintaining Moose Strike data which include daily internal reporting as well as providing monthly reports to Fish & Wildlife; maintains personnel data for Operations' Service Award Program; provides accounting codes to include project codes, expense accounts, and responsibility centers to Operations employees as needed; maintains the general appearance of the lobby area keeping it neat, tidy, and organized, including displays, brochures, etc; maintains corporate phone book and uses ARRC GroupWise calendaring system to maintain a myriad of internal scheduling calendars.

Provides administrative support to the Assistant COO and other Operations Division Departments in the absence of their assigned administrative personnel; acts as back-up admin support; prepares business correspondence; coordinates logistics for meetings, ceremonies, and special events.

### OTHER DUTIES AND RESPONSIBILITIES:

Contributes to the team effort by providing assistance to other Operations administrative support positions; performs back-up to Corporation Mail Clerk and Print Shop Operator when required.

### Knowledge, Skills and Abilities:

#### Factor 1 - Knowledge Required

Must have a high school diploma or GED. Must have one year of general office experience. Must be proficient in Word to create, amend and format general office correspondence. Must be proficient in MS Excel to create, update and revise reports and/or graphs. Requires knowledge of ARRC departments, functions, locations and personnel. Requires familiarity with AS400. Ability to type 40 WPM. Thorough knowledge of PC-based email messaging, appointment and calendar functions is required. Knowledge of correct punctuation, spelling, grammar and formatting is required. Must have the ability to handle and balance phones and visitors simultaneously. Ability to understand, use and maintain directories, personnel lists, and other guides. Requires excellent communication skills, telephone etiquette and ability to work under pressure. Must have good interpersonal skills to deal with employees, the general public, vendors, and government agencies professionally. Must be able to operate/drive a motor vehicle and possess a valid driver's license.

#### Factor 2 - Supervisory Control

Works under the general supervision of the Manager, Operations Administration. Work assignments are dictated by customer requests for information, services and duties related to clerical support. Incumbent works independently in carrying out assignments. Incumbent plans

work, sets priorities, and completes work assignments on a wide variety of requests using own initiative. Supervisor is available to resolve any conflicting priorities, significant deviations or unusual situations. Completed work is reviewed from the standpoint of overall effectiveness, timeliness and conformance, and feedback from ARRC employees and customers.

#### Factor 3 – Guidelines

Procedures for performing the work are established by corporate administrative instructions, policies, standards and practice, and work directions for application to specific cases or problems. Guidelines used include Miscellaneous Cost Coding Information, ARRC Approval Authority Guide, Security Policies, and ARRC Project Accounting Manual. Incumbent must use own judgment in selecting the guideline, its interpretation and application based on the situation.

#### Factor 4 – Complexity

Incumbent is responsible for greeting all visitors to the ARRC general office building. Responds to inquiries, provides directions to offices/employees, and provides general information. Must be able to gather data or take direction for on-going and special administrative projects and deliver a good product despite constant interruptions. Must use personal judgment to respond professionally to a wide range of day-to-day situations requiring different actions and knowledge of priorities and commitments. Work consists of a wide variety of duties requiring knowledge of interrelationships of departments and offices. Work requires varying applications of different rules and procedures and the ability to use judgment in handling a variety of related situations.

#### Factor 5 - Scope and Effect

Work is essential to the operation of the Alaska Railroad. The work requires courtesy, alertness, efficiency, tact and integrity in serving the public. This affects the economic income of the Railroad and promotes good relations.

#### Factor 6 - Personal Contacts

Contacts are made with ARRC employees, customers, vendors, and the general public. Requires tact and courtesy in all contacts.

#### Factor 7 - Purpose of Contact

To greet customers, answer questions or direct visitors to the proper area; obtain/provide information; coordinate, clarify, and resolve routine problems/complaints. Incumbent may grant or deny access to ARRC headquarters facility based on security requirements.

#### Factor 8 - Physical Demands

Work is primarily sedentary; however, may be involved in mail room duties or print shop duties that require bending and lifting mail pouches or box paper that weigh up to 50 pounds. Requires constant alertness and mental agility to balance visitors and phone. Must drive a vehicle to expedite and distribute Anchorage bowl mail.

#### Factor 9 - Work Environment

Mostly Corporate environment; however, work environment also involves moderate discomforts as a result of being out of doors in sometimes inclement weather while picking performing mail operations duties.

#### **Minimum Qualifications:**

High school diploma or GED required. One year of general office experience is required. Must be proficient in Word to create, amend and format general office correspondence. Must be proficient in MS Excel to create, update and revise reports and/or graphs. Familiarity with AS400 is preferred. Ability to type 40 wpm. Experience with computer based email messaging, appointment, and calendar applications required. Requires excellent communication skills, telephone etiquette and the ability to work under pressure while performing multiple tasks. Must have the ability to work with minimal supervision and prioritize workflow. Involves bending and lifting of mail pouches/sacks weighing up to 50 pounds. Must possess a valid driver's license.

#### **Required Job Qualifications:**

**(The special note is to be used to explain any additional information an applicant might need in order to understand or answer questions about the minimum qualifications.)**

#### **Special Note:**

#### **Minimum Qualification Questions:**

Did you answer all the above listed questions?